

## CHAPTER 19 QUALITY ASSURANCE

### 19-1. Introduction.

a. This chapter discusses quality assurance (QA) and quality control (QC) requirements for OE response actions.

b. QA, for the purposes of OE response, is broken down into two levels to bridge the requirements of ER 1110-1-12 and ER 1110-1-8158.

(1) Project QA consists of those actions taken to ensure that the contractor is fulfilling contractual obligations (e.g., project planning, government QA, and contractor QC).

(2) Programmatic QA consists of those efforts of the OE MCX, as an extension of HQUSACE, to assist all USACE elements by supporting their quality efforts, reviewing designated project documents, and by conducting OE Assistance Visits to various project sites.

c. All USACE MSCs, districts, and OE Design Centers involved in OE response activities are required to develop a Quality Management System consistent with the principals outlined in ER 1110-1-12. Policies and procedures will be identified and documented showing the flow of information and approval controls for all processes affecting quality.

19-2. Quality Planning. Every OE response project will be managed in accordance with a PMP developed by the PM. The PMP will be developed with the customer, the OE Design Center and other appropriate team members. The PMP will define specific responsibilities of team members with regard to quality.

### 19-3. Government Quality Assurance.

a. Project QA.

(1) OE response activities present unique and extraordinary QA considerations. Normally, an OE project site is divided into two areas for QA purposes: within the exclusion zone or outside of the exclusion zone.

(2) It is essential to the overall safety and quality of the contractor's performance within the exclusion zone that a qualified OE Safety Specialist be on-site to evaluate and oversee the contractor's efforts. This OE Safety Specialist is specifically trained in recognizing and evaluating UXO, its various conditions in a field environment (safe, unsafe, armed, or unarmed), and the safety procedures required to reduce or eliminate the hazard. Normally, this OE Safety

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Specialist will be the only USACE representative allowed within the exclusion zone during the execution of UXO procedures by the UXO contractor.

(3) The PM is generally responsible for QA of activities outside of the exclusion zone unless otherwise defined in the PMP.

b. Programmatic QA.

(1) When requested, the OE MCX will provide a member to participate on HQUSACE teams conducting Quality Reviews and Evaluations of MSC Quality Assurance Roles. These reviews will be conducted on a biennial basis in accordance with ER 1110-1-12.

(2) The OE MCX is also available upon request to assist MSCs in conducting their annual reviews of districts.

(3) The OE MCX performs technical reviews of designated project documents for conformance to applicable laws, regulations, policies, and guidance.

(4) The OE MCX will perform OE Assistance Visits to selected project sites. These visits will be conducted to develop lessons learned, identify areas for improvement, and identify gaps in current policy and guidance. OE Assistance Visits will generally consist of a review of the contractor QC process, the government field safety/QA process, and the administrative record process. One OE Assistance Visit per quarter will be planned; others may be conducted upon request.

19-4. Contractor Quality Control.

a. The contractor is solely responsible for the control of the process and product quality and for offering to submit for acceptance only products and services determined to conform to contractual requirements. Each contract will require the contractor to establish a QC plan, which includes procedures, processes, and specified end products to include QC audits for each quality affecting process or procedure. The specifications for the QC plan should be identified in the basic contractual document.

b. The contractor's QC program will also provide for an equipment maintenance program addressing preventive maintenance, routine repair; and emergency repair.